



Classification Description

Job Title: Associate Registrar, Registration Operations

Pay Grade: 115

Job Code: 4162

FLSA Status: Exempt

Job Purpose

The Associate Registrar, Registration Operations is responsible for the management and supervision of registration services staff, to include dual enrollment, across multiple Florida SouthWestern State College (FSW) locations. In collaboration with the Registrar, this role provides leadership and operational guidance to registration staff, including operations, communication of departmental policies, College operation procedures, and ensuring efficiency and accuracy of student registration records. This position serves as the lead for the collection, analyzation, and dissemination of data related to student customer service technologies within the Office of the Registrar. This position sets the tone for a student-centered, high performance culture that emphasizes excellence in service, quality, productivity, and standards.

General Responsibilities

Essential Functions

Supports the Registrar by planning, organizing, directing, and coordinating registration operations including all related operational processes.

Provides direct leadership and supervision for front-line registration staff on all campuses. Oversight of work schedules across multiple campuses to ensure adequate staffing.

Serves as the primary resource for registration related matters.

Provides direct leadership and supervision for the Coordinator, Accelerated Pathways Programs, Registration. Monitors the Dual Enrollment email accounts across all campuses and ensures timely completion of dual enrollment registrations via processing and distribution to staff, as needed.

Monitors the workflow volume for departmental email, phones, and in-person service for the department and creates contingency plans as needed to include peak registration periods. Provides and models quality customer service and is readily available to provide pleasant and professional service to students and others seeking information regarding the College's registration documents and processes.

ASSOCIATE REGISTRAR, REGISTRATION OPERATIONS

Documents, plans, and ensures administration of consistent and deliberate training activities for new team members, which may include student information system processes, course registration, transcript intake, and appropriate referral for further student resources as needed.

Leads and monitors the appointment scheduling system (QLess) and Zoom phone schedule assignments for the Office of the Registrar.

Serves as the primary resource to inquiries in the Office of the Registrar email account.

Provides reporting and accurate data collection and dissemination to the Registrar demonstrating the volume and breadth of services provided in various technological formats (in-person, phone, and email) to support and guide decision-making.

Prepares official academic transcripts for students and alumni according to the highest standards of integrity and confidentiality in line with the Family Educational Rights and Privacy Act of 1974 (FERPA).

Maintains compliance with FERPA, other state and federal regulations, including but not limited to records retention, and confidentiality of student academic records.

Serves on College committees as appropriate and supports the Registrar in various College initiatives.

In collaboration with the Registrar, develops, executes, and maintains appropriate sections of the College's Strategic Plan and related Institutional Effectiveness Plans for the purpose of evaluating effectiveness of the Office of the Registrar; monitors departmental effectiveness and makes recommendations for continuous improvements.

Maintains the Policy and Procedure Manual for Registration Operations including the development of new procedures and the revision of current procedures. Conducts timely updates to the Manual and develops procedures to disseminate updates to appropriate staff.

Serves on the Registrar's Leadership Team.

Performs other duties as assigned.

These essential job functions are not to be construed as a complete statement of all duties performed; employees will be required to perform other job-related duties as required. An employee with a disability is encouraged to contact the Human Resources Office to evaluate the job in greater detail in order to determine if she/he can perform the essential functions of this job with or without reasonable accommodation.

ASSOCIATE REGISTRAR, REGISTRATION OPERATIONS

Knowledge, Skills and Abilities

Minimum Qualifications

Bachelor's degree from a regionally accredited institution of higher education, preferably in higher education, or a related field.

Four (4) years of full-time professional and progressive work experience in a College or university setting. Appropriate combination of education and experience may be substituted.

Demonstrated leadership or supervisory experience.

Familiarity with the Family Educational Rights and Privacy Act of 1974 (FERPA).

Demonstrated strong organizational, planning, and communication skills.

Experience working with a student information system (Ellucian Banner preferred).

Demonstrated experience using a personal computer and office software such as MS Office products. Must be able to navigate websites proficiently.

Ability to understand and identify technical issues if they arise.

Personal and educational philosophy compatible with the goals, objectives and missions of Florida SouthWestern State College.

Experience with and knowledge of page layout and design practices, and experience using related software to create and maintain clear and easy-to-use student forms.

Demonstrated ability to:

- Think critically and creatively, have a high standard of integrity, and be motivated to incorporate best practices into the organizational culture.
- Exhibit a thorough knowledge of policies, procedures, and outside regulations pertaining to the position.
- Possess a working knowledge of operational and fiscal analysis techniques.
- Make presentations in front of various group sizes.
- Take initiative and independently plan, organize, coordinate and perform work in various situations where numerous and diverse demands are involved.
- Anticipate, investigate, and analyze problems and address them proactively.
- Communicate effectively, both orally and in writing.
- Establish and maintain effective working relationships with faculty, staff, students and the public.
- Work in a fast-paced, demanding environment.
- Work independently and follow through on assignments.
- Exhibit solid organizational skills and be detail oriented.
- Work with a variety of constituencies and be willing to contribute to a team effort.

ASSOCIATE REGISTRAR, REGISTRATION OPERATIONS

- Exercise discretion and good judgment at all times and in all contexts and maintain confidentiality.
- Work effectively with all constituencies of the College.
- Collect, organize, analyze and present information in a meaningful manner.
- Collaborate and be effective working with diverse populations.

Critical Skills/Expertise

All employees are expected to:

- Promote a common purpose consistent with stated College goals and demonstrate a commitment to students and the learning environment.
- Possess the knowledge of general written standards and procedures utilized, and have the ability to read, interpret, and follow procedural and policy manual related to the job tasks.
- Demonstrate the ability to respond to supervision, guidance and direction in a positive, receptive manner and in accordance with stated policies.
- Provide quality customer service by creating a welcoming and supportive environment.
- Present a professional image in word, action and attire.
- Demonstrate professionalism in dealing with a diverse population while understanding and respecting each other's view of the world, personalities and working styles.
- Conduct oneself in a manner consistent with the College's standards of ethical conduct.
- Apply effective techniques to create working relationships with others to achieve common goals; successfully communicates and collaborates with others to achieve goals.
- Demonstrate skills necessary to look at situations and processes critically to make recommendations for improvement.

Work Conditions/Physical Demands/Special Conditions

Physical: Routinely requires the ability to see, hear, and speak. Routinely requires sitting, bending, stooping, walking. On occasion, incumbents may be required to lift 20 or more pounds.

Environmental: Normal general office.

Mental: Routinely requires the ability to interpret, analyze and perform critical thinking skills.

Approved: August 10, 2023. Revised: June 24, 2024